

WORKFLOW - MY INBOX

Introduction

'Workflow - My Inbox' allows you to view and respond to Questionnaires sent to you by the DUA. In certain cases, the DUA may choose to send you a questionnaire to seek additional information from you. You will receive a questionnaire in your QUEST inbox, only if your correspondence method is Email. Example: If you have filed an appeal, DUA may need additional information to process your appeal and will send you a questionnaire. This section of the document will show how an authorized user can view and respond to the questionnaires received on QUEST.

Step-by-Step Instructions:

1. Navigate to the employer home page. The following page will appear. Click on the link 'Workflow – My Inbox'

Change Password Logoff	
Employer Home	Employer Information Employer Account Number: 965 Employer Name: INC
FAQ/Contact Us	Employer Home Employer Home Employer Home
Workflow - My Inbox	FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.
Account Maintenance	Workflow - My Inbox View any action items requiring your attention.
Benefit Charge Activities	Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.
Correspondence	Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.
Employment and Wage Detail Reporting	Correspondence Search for Correspondence
Payment Information	Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.
User Maintenance	Payment Information Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.
	User Maintenance Assign or Update user access to Employer account information.

2. The following page will appear. Enter the date range to search for questionnaires received from DUA.

Change Password Logoff	
Employer Home	Employer Information Employer Account Number: 1001 Employer Name: Agency
FAQ/Contact Us	Employer Inbox Received On Date: From: <input type="text"/> To: <input type="text"/>
Workflow - My Inbox	<input type="button" value="Search"/> <input type="button" value="Reset"/>
Account Maintenance	
Benefit Charge Activities	
Correspondence	
Employment and Wage Detail Reporting	
Payment Information	
User Maintenance	

3. The search results will appear as shown below. Click on 'Open', to answer a questionnaire.

Change Password Logoff				
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Correspondence Employment and Wage Detail Reporting Payment Information User Maintenance	Employer Information			
	Employer Account Number: 100		Employer Name: Agency	
	Employer Inbox			
	Received On Date: From: <input type="text"/> To: <input type="text"/>			
	<input type="button" value="Search"/> <input type="button" value="Reset"/>			
	WorkItems			
		Step Name	Date Created	Date Assigned
	Open	Answer Questionnaire	12/1/2009 1:36:27 PM	12/1/2009 1:36:27 PM
	Open	Answer Questionnaire	12/1/2009 10:59:59 AM	12/1/2009 10:59:59 AM

4. The questionnaire will appear as shown below. Provide your responses and click on 'Submit' to complete. Your response will be sent to DUA.

Change Password Logoff		* Indicates Required Field
Suspend Workflow	Employer Information	
	Employer Account Number: 100 Employer Name: Agency	
	Employer/Employee Information	
	Employer Account Number: 100	
	Employer Name: Agency	
	Employee Name:	
	Employee SSN:	
	Occupation/Occupation in Question:	
	Worker Status Criteria Worksheet - Fisherman	
	<p>In order to assist this Agency in resolving the issue of whether an employee/employer relationship exists between your company and the individual named above, please complete the following questionnaire with regards to the services performed for the organization.</p> <p>This questionnaire should be completed and returned as soon as possible. If no response is received, the determination will be based on statements available.</p> <p>Be specific with job description of this individual and why unemployment may have been paid into another state if this individual worked in Massachusetts.</p>	
1. Describe the organization's business	<input type="text"/>	*
2. Describe the work done by the worker	<input type="text"/>	*
3. Is the work done under a written agreement between the organization and the worker?	<input type="radio"/> Yes <input type="radio"/> No*	
3.1 If yes, provide the terms of the written agreement.	<input type="text"/>	
3.2 If no, provide the terms of the work arrangement.	<input type="text"/>	